Masks Now Required in Library Buildings

The measure aims to reduce risk of transmitting COVID–19 as operations continue.

As the Library settles into what Librarian of Congress Carla Hayden described in her April 9 video address to staff as the "new normal," the Pandemic Task Force announced new steps last week to mitigate the spread of COVID–19 coronavirus among staff and Library contractors.

As of April 7, staff authorized to come to the Library must wear masks while they are inside the Library buildings. Staff who do not arrive with a mask can pick one up when they enter the Library at security checkpoints. The mask should be used for the remainder of the work week.

In addition, the Library further limited the number of staff who can come to Library buildings from April 9 to 20, coinciding with an anticipated peak in COVID–19 infections in the Washington, D.C., region. The decision was made in consultation with the Library's chief medical officer, Sandra Charles.

Until April 20, the Library will not issue new laptop computers from the service desk of the Office of the Chief Information Officer, and staff are asked not to come to any Library buildings to retrieve work–related materials, even if they had previously secured approval from their supervisors to do so.

David Vetack (from left), Gerald Tolk and Iulian Langa of the IT Security Division collaborate in early March on a routine analysis of a security incident in the Library's Security Operations Center.

Shawn Miller

IT Security Keeps Library Staff and Treasures Secure

Improved tools and focus ensure the Library can achieve its mission without interference.

BY SAHAR KAZMI

The Library of Congress experiences more than 180,000 attempted cyberattacks a year. That is more than 15,000 attacks a month, or an average of one every three minutes, every day. And the rate has only increased as the Library responds to the COVID–19 coronavirus pandemic – hackers are seeking to lure novice teleworkers with new scams and cyberattacks.

"Because we directly serve Congress and maintain so much valuable information, the Library has always been a target for hackers and other bad actors," said Judith Conklin, deputy chief information officer. "That's one of the reasons we've taken significant steps over the last few years to fortify our network and modernize our technology."

IT centralization, transformation of the Library's data centers and updates to legacy systems are among the accomplishments she cites. "We have put the tools and expertise in place to successfully identify and prevent even the most sophisticated attacks," Conklin said.

Unlike federal agencies that can block staff and other users from accessing large swaths of the internet and even prohibit the use

DONATED TIME

The following employees have satisfied eligibility requirements to receive leave donations from other staff members. Contact Lisa Davis at 7-0033.

Sharif Adenan

Emelia Awuku

Melinda Briscoe

Lynette Brown

Sharron Jones

Terri Harris–Wandix

Tyanne Rodgers

Adam Rosenberg

Dwayne Wilder

Donna Williams

IT SECURITY BEST PRACTICES

The Office of the Chief Information Officer (OCIO) has advised staff to be aware that hackers are taking advantage of the increased number of people working remotely as a result of the COVID-19 coronavirus pandemic to lure them with new scams and cyberattacks, many disguised as important information or warnings about COVID-19. While there are many variations of these scams, all are designed to trick users into clicking on links or attachments, which attempt to install various malware on a user's computer or into their network.

The Library has strong IT security tools in place to protect against these types of cyberattacks, including spam blockers, virus detectors and more. However, given the range of new attacks being identified, OCIO is providing the following guidelines to lower the risk of staff members falling victim to attacks:

1. Be suspicious of any emails related to COVID-19, with the exception of official Library announcements.

2. Be wary of unsolicited emails, even if they appear to come from someone you know.

3. Do not click on an attachment or link in any suspicious email.

4. Be especially careful when accessing personal email from Library systems or iPhones. Your personal accounts may be targeted, too.

5. Forward any suspicious email as an attachment to infosec@loc.gov.

(To forward as an attachment, open a new email and drag the suspicious email into the body of the new email. Title the new email "suspicious email," and send it to infosec@loc.gov.)

6. If you suspect that your Library system is infected with malware, contact the OCIO service desk at (202) 707-7727 or ocioservicedesk@loc.gov immediately.

PANDEMIC UPDATES NOW AVAILABLE BY PHONE, PERSONAL EMAIL

Starting April 13, staff members who do not have internet access can hear a recording of the daily all-staff communication about Library operations during the COVID-19 coronavirus pandemic by calling (202) 707-0972 and pressing 1 for pandemic information. The phone line will be updated every weekday afternoon as soon as the daily all-staff message is ready. Archives of the calls will not be available, so staff should plan to call each day to hear updates. Please share this information with any staff members you know who do not have internet access so they can receive regular updates during this time.

In addition, a form was distributed for completion by staff who have internet access at home but who do not have access to their Library email accounts, so they can receive the daily all-staff emails. The form was created and is managed by the Library, and the Library will use these personal email addresses only to share the daily updates related to the pandemic. Staff who do not have access to their Library email accounts are encouraged to contact their supervisors to receive a link to the form.

Poets Laureate Explore Poetry of Home in New Video Series

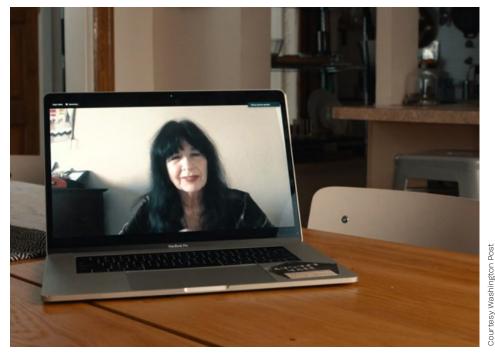## U.S. poet laureate Joy Harjo launched the series last Friday.

BY ANNE HOLMES

"The very early years of my growing up were the best because my parents were there, and we had a kitchen table," said poet laureate Joy Harjo when she opened the first installment of "The Poetry of Home," a new video series from the Library of Congress and the Washington Post. From her studio in Tulsa, Oklahoma, Harjo spoke about her poem "Perhaps the World Ends Here" – which begins with the line, "The world begins at a kitchen table" – and its connection to the subject of home.

Launched on April 10 to mark National Poetry Month (https://wapo.st/34Cfkdh), "The Poetry of Home" will feature four U.S. poets laureate sharing poems and reflecting on home each Friday throughout April, ending on May 1. Videos will be archived online as a virtual companion to the National Book Festival Presents series and promoted on the Library's newly launched "Engage!" (www.loc.gov/engage) site.

The series will continue with Robert Pinsky on April 17, Natasha Trethewey on April 24 and Juan Felipe Herrera on May 1. In a moment when many Americans are restricted to their homes, this series offers a reminder that poetry has the power to help us connect and heal during times of crisis.

Harjo's video, just like the first line of "Perhaps the World Ends Here," begins at a kitchen table, too: As Harjo speaks, the camera pans to show a laptop on a kitchen table with the poet on screen, emphasizing how we've pivoted to con-

Joy Harjo, pictured on a laptop of a Washington Post producer, appears in the first video in the "Poetry of Home" series.

necting with family and friends virtually.

Relating the poem to her happiest childhood memories of the kitchen table as a communal space, Harjo said, "Everything revolved, and still does, around the kitchen. That's where there's always this connection between food and stories." Speaking of the current COVID-19 coronavirus pandemic, she continued, "Right now, all of us are sequestered – I hope not by fear, but by protection … in our homes around the kitchen table."

She talked of the present moment being "a changing point in society" and asked, "Are we happy with our home being divided?" Her answer: Of course not. Instead, we should be "sitting around the kitchen table." Even with our differences, Harjo assured us that "what joins us together is poetry, or a good story, or good food."

Harjo's short video ends with her reading "Perhaps the World Ends Here," the lines of the poem animated on screen with the poet's voice as accompaniment. And it's quite a poem to begin the series: It starts at a kitchen table, and concludes there, too, with these lines:

This table has been a house in the rain, an umbrella in the sun.

Wars have begun and ended at this table. It is a place to hide in the shadow of terror. A place to celebrate the terrible victory.

We have given birth on this table, and have prepared our parents for burial here.

At this table we sing with joy, with sorrow. We pray of suffering and remorse. We give thanks.

Perhaps the world will end at the kitchen table, while we are laughing and crying, eating of the last sweet bite. ∎

Virtual Tech Forum Addresses Telework

More than 500 staff from across the Library joined the Office of the Chief Information Officer (OCIO) on April 7 for a virtual tech forum. Bud Barton, the Library's chief information officer; Judith Conklin, the deputy chief information officer; and OCIO directors offered an overview of the Library's technical response to the COVID-19 coronavirus pandemic and described what OCIO is doing to support the Library's IT infrastructure through this period of enhanced telework. The slides presented at the forum and an audio recording are available on the OCIO intranet page (https://go.usa.gov/xvKqx). Here is a summary of some of the questions asked and answered.

I'm having trouble connecting to the Library network by VPN. Can anything be done to make that better?

The Library network is hosting connections for 3,000 to 4,000 users every day now. To help smooth that workload, the available bandwidth for virtual private network (VPN) connections has been doubled, and a tiger team of IT experts has been activated to support staff working remotely.

However, VPN connections, while secure, are very susceptible to even unnoticeable flickers in internet traffic, which could be anywhere along the connection between your computer and the Library – your home Wi-Fi, the service-provider lines in your neighborhood or the internet connections going into Library data centers. A number of variables, many of which are out of the Library's control, could be affecting your ability to connect over VPN.

We ask that you contact the OCIO service desk (ocioservicedesk@ loc.gov or 202-707-0979) to report issues you are experiencing so OCIO can better determine the root cause of these issues.

I connect to the Library network on my personal computer and can't access the same features my colleagues have. Can you fix that?

Connecting to the Library network on a personal computer is not the same as connecting with a Library computer. While the Library's VPN is used for both types of connections, there are security controls in place that limit what can be done when using a non-Library device. Those controls are critical for protecting the Library network from malware and other potentially damaging cyberattacks. Note also that a range of factors, like your computer's operating system, software, virus-protection settings and so on, can affect your experience. Troubleshooting the many possible variables involved with personal computers is not always something OCIO service desk technicians can help with.

Are we allowed to use Zoom for video meetings?

Library staff are allowed to attend a Zoom session via a web browser if they are invited by external partners. However, serious security concerns have been raised about the Zoom platform, and it should not be loaded onto a Library computer or used for Library-hosted events.

If you have questions or concerns about Library technology and OCIO's response to the pandemic, contact askthecio@loc.gov. If you are experiencing a technical issue, contact the OCIO service desk at ocioservicedesk@loc.gov or (202) 707-7727. ■

SPRING HAS ARRIVED

A view of the Madison Building through early-blooming foliage.

QUESTION & ANSWER

Savannah Galloway

Zephaniah Galloway

Tell us a little about your background.

I'm from Cleveland, and I am a junior at Howard University this year. I'm double majoring in political science and Africana studies and minoring in Arabic. This spring, I am interning in the Manuscript Division through the Archives, History and Heritage Advanced Internship program, a joint effort by Howard University and the Library to make collections in African American history and culture widely available.

What inspired you to intern at the Library?

The Library has endless resources, and I wanted to intern in a place where I could constantly engage in learning. My project involves processing materials being added to the papers of former NAACP executive director Roy Wilkins. Last semester, I studied abroad in Morocco and taught English. The year before that, I helped young children in the District of Columbia Public Schools learn how to read. I

have always been drawn to education, and I admire Wilkins' role in education equality, specifically in relation to the Civil Rights Act of 1964.

What were you assigned to do?

I was responsible for organizing, describing and facilitating access to the addition to Wilkins' papers. I learned about all stages of archival processing and how to care for formats such as letters, photographs, newspaper clippings, speeches and writings. I also had the opportunity to learn more about the Library's resources, including by attending events around the Library. One of my favorites was "Around the World: Geography and Maps." I created my own islands and volcanoes using the augmented reality sandbox provided. Another interesting part of my internship was meeting people from different divisions throughout the Library.

How has the COVID-19 pandemic affected your internship?

Like other college students, I had only a few short days to pack some necessities before returning home. My classes are all online now, and I am working remotely from Cleveland to complete my internship. Although I cannot physically be at the Library to finish processing Wilkins' papers, I am still learning about the archival profession. I've read articles about archival practices and standards, had conversations with archivists throughout the Library and listened to podcasts. My personal favorites are "An Archivist's Tale" and "The Kitchen Sisters." I also continue to research Wilkins' life and accomplishments. I really like that I can also directly impact the Library by participating in the By the People

crowdsourcing project. I've been working on the Alan Lomax and Mary Church Terrell campaigns.

What have you gained from the internship – despite the unexpected circumstances?

I have learned that you can still make an experience worthwhile even if the world is on lockdown and that having a support system can really brighten your day. My mentor, Pang Xiong, and I chat often, and we even have virtual morning coffee breaks with other Library employees, which really put me in a great mood. Through the podcasts and my discussions with archivists, I have learned how archives intersect with many different fields.

How will the internship inform your career choice?

There are so many facets of history that are glossed over or not recognized at all. I want to help make these stories known to the world as a museum curator in the future. In doing so, I will have to work with lots of primary sources. In a perfect world, manuscript collections with letters, photographs, speeches, writings and other formats would be neatly organized, properly housed and ready for immediate use by researchers. That is rarely the case – I learned during my time in the Manuscript Division that a collection once arrived in trash cans! An archivist's job involves taking unorganized material and making it useable for researchers. Having the knowledge of how to take a lot of unorganized information and making it cohesive and understandable is a skill that will help me personally and professionally. ∎

HAVING TECHNICAL ISSUES?

It is important to report any technical issues you experience to the Office of the Chief Information Officer (OCIO). The OCIO service desk is staffed around the clock with technicians ready to help. Contact ocioservicedesk@loc.gov or (202) 707-7727.

OCIO has developed fact sheets and frequently asked questions to help teleworkers accomplish their work. They are available on the Library's public-facing web page (https://go.usa.gov/xdtVQ) in the technology resources section.

of mobile devices and commonly used software as part of their IT security programs, the Library's mission dictates otherwise.

"For the Library to meet its mission to expand access and engage more people than ever, we need our IT systems to be both safe and open," said Sean Lang, the Library's chief information security officer. "That makes IT security at the Library a complex task."

Recognizing that complexity, the Library moved all IT security activities into the Office of the Chief Information Officer (OCIO) as one of the first steps in centralizing IT at the agency, and it appointed one authorizing official, the deputy chief information officer, to be in charge of managing risk.

That new model ensures that a trained official has an agencywide view of cybersecurity. It also brings together nearly two dozen full-time staff members and contractors with extensive backgrounds in information systems security, federal IT security-compliance standards and IT security operations to analyze and respond to the full scope of threats facing the Library.

Following National Institute of Standards and Technology (NIST) guidance, the IT security team works to fortify existing IT systems against data damage, disruption and theft. It also continuously monitors the Library's networks and technology, providing a defense against attacks. With an increased number of staff working remotely during the COVID-19 coronavirus pandemic, this process ensures Library networks remain protected against malicious links and attachments aimed at exploiting the desire for new information about the pandemic.

The team has implemented an especially robust front-line defense: The Library's firewalls block more than 100,000 potentially dangerous attempts a minute to access the network, and email filters stop an average of 200 suspect messages an hour.

Of course, a strong front door is effective only if there are no vulnerable back doors that can be exploited. The Library maintains over 200 IT systems, all of which present potential vulnerabilities that must be identified and addressed. Prior to IT centralization, the Library relied on service units to maintain IT system security.

"Now I'm able not only to spot systemwide vulnerabilities more easily, I also have the authority to direct OCIO resources to quickly tackle those issues," Conklin said.

She has been leading a comprehensive effort to strengthen IT security controls and work through technical debt – the backlog of changes needed to update or replace legacy systems and mitigate vulnerabilities.

In the past two years, the IT security group has closed more than 1,600 security vulnerabilities in Library systems, some dating back more than 15 years, and allowed the Library to achieve 100 percent authority to operate for its applications for the first time ever. Authority to operate confirms that an application has been fully reviewed, that any IT security weaknesses have been identified and that controls have been put in place to manage them.

"This big improvement in the Library's IT security posture has required a concerted effort," Conklin said. "From retiring legacy

applications and integrating IT security in our software development lifecycle to ensuring that our hosting environments and IT infrastructure are built around the best IT security tools, to implementing multifactor authentication and strengthened network controls, IT security is now at the heart of everything we do in OCIO."

Looking ahead, OCIO is working to implement even stronger IT security tools to help safeguard the Library while also making access as seamless as possible for staff and users. The team is implementing a new web-filtering tool – Palo Alto – that leverages artificial intelligence to manage web access; expanding ZeroTrust, a network framework to limit access to high-value data to authorized individuals; and working toward continuous monitoring of all Library applications, the highest state of IT security control.

Earlier this year, industry leaders recognized the Library's efforts to improve IT security when they named Conklin one of Federal Computer Week's Federal 100. The Fed 100 is an annual award that honors the leaders from the federal IT community who had the greatest impact over the last year.

"Thanks to Judith's direction and the perseverance of the entire team, IT security at the Library of Congress is now the strongest it has ever been," said Bud Barton, OCIO's chief. ∎

Also last week, the Human Capital Directorate published a frequently-asked-questions document (https://go.usa.gov/xvBtH) about expanded telework that covers topics such as work schedules, leave and WebTA codes, and the Safety Services Division issued ergonomic tips (https://go.usa.gov/xvBth) for teleworking.

The Health Services Division (HSD) continues to identify spaces that must be disinfected when a staff member or contractor is diagnosed with COVID-19, gathering information from diagnosed individuals about where they worked and when they were last in Library buildings. An Architect of the Capitol contractor then conducts specialized cleaning.

The cleaning team advises staff returning to disinfected spaces –

once medical professionals have approved their reopening – to wash any items (straws, utensils, cups) they will place in their mouths and wash or dry clean any clothes in their workstations before wearing them again.

One new case of COVID-19 among Library staff was reported to HSD in the past week. One of the cases identified in the April 13 Gazette affected a contractor, not an employee. So, the total number of staff cases remains at 22. Of those, 13 have recovered, and nine still have symptoms or are in quarantine.

Despite these many challenges, the work of the Library continues, Hayden said. The communications and web services staff have been "working tirelessly to keep all of us on track and informed," she said, and the Library is making sure that Congress, the Library's "first and

primary customers, are able to count on the Library as always."

The Congressional Research Service and the Law Library have been integral to the effort to support Congress over the past few weeks, she said, making sure staff are available to answer questions and provide information.

Hayden also cited two New York Times articles that had been published in the past week, one about the Library's web archiving program, the other about Library film collections available online.

The stories, she said, show that Americans "are able to connect to the Library, count on the Library and use the Library, even during this difficult time.

"So, thank you, thank you, thank you for what you are doing, and please, please take care of yourselves," she concluded. ∎

OBITUARY

Carol Corrigan

Carol Corrigan, whose Library career spanned more than 30 years, died March 21. She worked for the Federal Research Division, the National Library Service for the Blind and Print Disabled (NLS) and the Copyright Office. She was a dedicated employee who overcame losing most of her eyesight to continue her impeccable service to the institution.

Carol was well liked by everyone she met. Age, GS level, race, reli-

gion, sexual orientation: None of these were ever barriers to friendship for her. She became lifelong friends with other members of the Library family and maintained her relationships with colleagues long past leaving a service unit or retiring, which she did in 2018.

A native of Massachusetts, Carol moved to Washington, D.C., after college to work for the government. In the 1970s, she planted roots on Capitol Hill, where she raised her family and became an integral part of the community. She was homesick for New England only during the heat of triple-digit D.C. summers.

As an avid baseball fan, Carol got to see the team of her youth – the Red Sox – win the World Series in 2004. The following year, the Nationals came to her adopted hometown and won a larger place in her heart. Fate smiled on her last fall when the Nats took the crown.

Besides baseball, Carol was known for loving rituals, traditions and dogs; cooking comfort food;

baking her signature chocolate chip cookies; and reading. Before losing her sight, there was a special place next to her chair where she would stack the hardbacks she borrowed from the D.C. Public Library. After her vision loss, NLS became a lifeline, and Carol would often be found listening to talking books while playing solitaire in her breakfast room.

What Carol was most known for was the love she held for her family, whom she put ahead of herself. Friends and colleagues probably knew more about the goings-on of her son, Chris, than they knew about her.

Carol is survived by her husband, John; son Chris (who proves the apple never falls far from the tree – he's an NLS reference librarian); daughter-in-law, Michelle; and stepdaughter, Melissa.

Services in her memory will be held at a future date. For details, interested staff can contact Chris Corrigan at ccorrigan@loc.gov. ∎